Zanti Feedback Policy – June 2022

Purpose

The purpose of this policy is to ensure that all client feedback is considered and actioned appropriately.

Policy

Client feedback helps to measure whether services are meeting client needs and expectations. Our philosophy is that while *praise* is always welcome, *constructive criticism* is truly useful.

Where possible, clients and others are encouraged to raise any concerns directly with Zanti Consulting Pty Ltd employees, who are trained to make sure clients feel confident that any feedback made at the practice will be handled appropriately.

Often, feedback can be responded to and resolved at the time the client or other person makes their perspective known.

All employees are aware of their professional and legal obligations regarding the mandatory reporting of any unprofessional conduct.

Procedure

Clients and others have opportunities to register feedback either verbally in writing or via a suggestion box. In addition, client experience feedback is systematically collected at least every 12 months.

Depending on the nature of the feedback and if necessary, advice received from the practice's insurance company, feedback is recorded and actioned, with a copy placed in the client's record if related to care.

If a complaint cannot be resolved, the practice or practitioner are able to advise the client on who they can contact to escalate the issue. This can include the practitioner's governing body or registration body.

Analysis

Where appropriate, complaints and suggestions are reviewed at employee meetings. Examine trends and discuss the methods of resolution. All types of client feedback, including surveys, are also reviewed at employee meetings. A record of improvements made in response to client feedback or complaints is maintained as evidence of quality assurance activity. Where appropriate, inform the client/s about practice improvements made as a result of their input.